Chapter

Troubleshooting Guide

Objectives:

At the end of the chapter you will be able to:

- Check the allocation of Quota Records
- Record Overtime, Standby Allowances etc.
- Casual Leave Process
- Errors with entering absences
- Leave Provision
- Excess Sick Leave Process
- Leave on Termination
- Entering Time Data using Fast Entry







Troubleshooting Guide

The purpose of this chapter is to provide the Time Administrator with information to resolve issues in Time Management as well as understand the process.

The following topics will be discussed :

Check the allocation of Quota Records

This topic will provide information regarding the allocation of Leave Quotas to employees and how to correct the processing if the incorrect quota is being allocated.

- Record Overtime, Standby Allowances etc.
 This topic explains the various ways to enter employee Overtime, Standby allowance etc.
- Casual Leave Process
 This topic will explain how casual leave is allocated to employees.
- Errors with entering absences
 This topic discusses the ways to handle errors when capturing absences.
- Leave Provision
 This topic provides information on how Leave Provision is processed in the payroll
- Excess Sick Leave Process
 This topic describes how Excess Sick Leave is processed in the payroll.



CHECK THE ALLOCATION OF EMPLOYEE QUOTAS



The Time Administrator needs to ensure employees are being allocated the correct Quotas in terms of their contract of employment.

The report used to check Quota allocation is discussed, as well as the relevant infotypes that are queried by the system when allocating an employees Leave Quotas.



Report RPTQUOTA_CHECK

You can use the report to check the rules being applied to allocate an employees Quota records. To access the report, go to transaction SE38 / SA38 and enter the report name :

Abap Editor

The Report screen is displayed.

ABAP Editor: Initial Screen						
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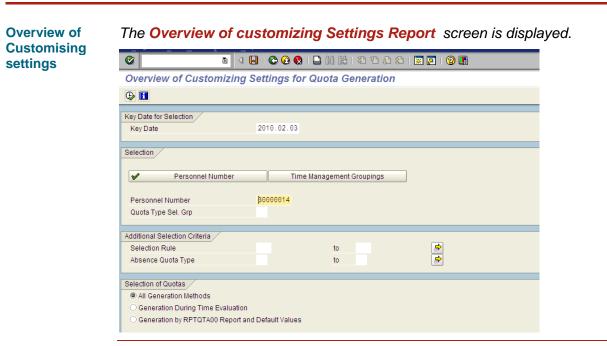


Complete the following instructions:

Instruction

Button/Field	Description
Ð	Select the relevant Execute radio button.





Complete the following instructions:



Button/Field	Description	
	Enter the Employee number.	
\odot	Click on the Execute button to start the report.	

Personal work schedule

The **Overview of customizing Settings Report** is displayed.

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	001 Discretionary Leave	11 Discretionary Leave	30	1	16	(
▽ 🗀	Quota Types (T556A)	Absence quota type	Generation Behavior	Start Date	End Date	l
	Generation Quota	11 Discretionary Leave	Increasing Quota	1900.01.01	9999.12.31	1
▽ 🗀	Base Entitlement (T559E)	Absence quota type	Sequential no.	Start Date	End Date	-
	014	11 Discretionary Leave	001	1990.01.01	9999.12.31	
🗢 🗀	Validity/Deduction Intervals	Valid from date	Valid to date	Deduction from	Deduction to	1
	11 Discretionary Leave	From Base Period (T559D)	To Base Period (T559D)	Start of Validity Interval +12 Month	s End of Validity Interval +15 Month	s
	Rounding Rules (T559R)	Rounding Rule	Sequential no.	Lower interval limit	Upper interval limit	
				0.50000 Inclusive	1.50000 Exclusive	
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Time Management





If there is no output for the report, the Employee will not be allocated any quota. To go to the detailed view of a setting, double-click on the sheet of paper icon for the row.

You can base the selection of the report either on persons, by entering a personnel number or quota type selection rule group, or time management groupings, by specifying employee subgroup or personnel subarea groupings.



If there is no report for an employee, the following infotypes can be checked :

Infotype 0016 – there must be a valid record and an employee must have a contract type

Infotype 0007 – there must be a valid record and an employee must be on Time Management status 9 ONLY since the go-live date.



You are now able to:

Display Customising settings of an Employee's absence quota allocation



RECORDING OVERTIME, STANDBY ALLOWANCE FOR AN EMPLOYEE



Overtime can be recorded in two ways in SAP :

Using infotype 2002 to enter the overtime per day worked or;

Using infotype 2010 to enter the hours worked.

Using infotype 2002 requires daily information to be entered – until positive time management has been implemented, it has been agreed that infotype 2010 will be used to enter overtime, standby allowance data.



Ensure that the **SAP Easy Access** screen is displayed.

Select Human Resources \rightarrow Time Management \rightarrow Administration \rightarrow Time Data \rightarrow PA61 – Maintain

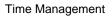
OR

Enter transaction code **PA61** in the **Command** field and click on the **Command** field and click on

Select infotype 2010 – Employee Remuneration information and create the record selecting the correct wage type :

WT	Wage Type Long Text	Start Date	End Date
1030	Hours Worked	1990.01.01	9999.12.31
1035	Days not Worked	1990.01.01	9999.12.31
2020	DD - Allowance	1990.01.01	9999.12.31
2037	Breakdown Inside	1990.01.01	9999.12.31
2038	Breakdown Outside	1990.01.01	9999.12.31
3001	Acting Overtime Time	1990.01.01	9999.12.31
3002	Acting Sunday Time	1990.01.01	9999.12.31
3003	Acting PPH Hourly	1990.01.01	9999.12.31
3005	Acting Straight Time	1990.01.01	9999.12.31
3006	Acting Inside Breakdown	1990.01.01	9999.12.31
3007	Acting Outside Breakdown	1990.01.01	9999.12.31
3011	Standby Allowance	1990.01.01	9999.12.31
3012	Shift Allowance Admin	1990.01.01	9999.12.31
3013	Shift Allowance	1990.01.01	9999.12.31
3014	Track Night Shift	1990.01.01	9999.12.31
3016	Straight Time	1990.01.01	9999.12.31
3018	Overtime Time	2009.03.01	9999.12.31
3019	Sunday Overtime	2009.03.01	9999.12.31
3020	PPH Hourly	2009.03.01	9999.12.31
3021	Night Shift Allowance	1990.01.01	9999.12.31
3022	Sunday Overtime APX	2009.03.01	9999.12.31
3023	Sunday Overtime 0.75	2009.03.01	9999.12.31
3024	Work on Off Day	1990.01.01	9999.12.31
	Penalty Time		9999.12.31
3026	Sunday Double Time	1990.01.01	9999.12.31
3027	PPH Daily	2009.03.01	9999.12.31
3028	Average Overtime	2009.03.01	9999.12.31
3029	Average Sunday Overtime	2009.03.01	9999.12.31
	PPH Double Time		9999.12.31
7057	Lost Time	1990.01.01	9999.12.31

Select the Overtime type and enter the number of hours. Note : the overtime hours must be captured by overtime type e.g. Sunday overtime





CASUAL LEAVE PROCESS



Casual leave is calculated for employees in Employee Groups H (Hourly) and M (Monthly)

The allocation for Monthly employees discretionary leave is 1 day per 17 days worked and sick leave is 1 day for every 26 days worked.

The allocation for Hourly employees discretionary leave is 1 hour per 17 hours worked and sick leave is 1 hour for every 26 hours worked. This leave allocation is then converted to days in the Time Evaluation program.



Ensure that the SAP Easy Access screen is displayed.

Select Human Resources \rightarrow Time Management \rightarrow Administration \rightarrow Time Data \rightarrow PA61 – Maintain

OR

Enter transaction code **PA61** in the **Command** field and click on the **Section** button.

Select infotype 2010 – Employee Remuneration information and create the record selecting the correct wage type :

WT	Wage Type Long Text	Start Date	End Date
1030	Hours Worked	1990.01.01	9999.12.31
1035	Days not Worked	1990.01.01	9999.12.31
2020	DD - Allowance	1990.01.01	9999.12.31
2037	Breakdown Inside	1990.01.01	9999.12.31
2038	Breakdown Outside	1990.01.01	9999.12.31
3001	Acting Overtime Time	1990.01.01	9999.12.31
3002	Acting Sunday Time	1990.01.01	9999.12.31
3003	Acting PPH Hourly	1990.01.01	9999.12.31
3005	Acting Straight Time	1990.01.01	9999.12.31
3006	Acting Inside Breakdown	1990.01.01	9999.12.31
3007	Acting Outside Breakdown	1990.01.01	9999.12.31
3011	Standby Allowance	1990.01.01	9999.12.31
3012	Shift Allowance Admin	1990.01.01	9999.12.31
3013	Shift Allowance	1990.01.01	9999.12.31
3014	Track Night Shift	1990.01.01	9999.12.31
3016	Straight Time	1990.01.01	9999.12.31
3018	Overtime Time	2009.03.01	9999.12.31
3019	Sunday Overtime	2009.03.01	9999.12.31
3020	PPH Hourly	2009.03.01	9999.12.31
3021	Night Shift Allowance	1990.01.01	9999.12.31
3022	Sunday Overtime APX	2009.03.01	9999.12.31
3023	Sunday Overtime 0.75	2009.03.01	9999.12.31
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3026	Sunday Double Time	1990.01.01	9999.12.31
3027	PPH Daily	2009.03.01	9999.12.31
3028	Average Overtime	2009.03.01	9999.12.31
3029	Average Sunday Overtime	2009.03.01	9999.12.31
3030	PPH Double Time	2009.03.01	9999.12.31
7057	Lost Time	1990.01.01	9999.12.31



Hourly paid employees : Use Wage type 1030 to enter the number of hours an employee has worked. This will pay the employee their salary earned as well as be used in the calculation of their leave entitlement. Note all hours worked including all overtime will be included in this calculation.

Monthly paid employees. Monthly employees will be paid for the complete month unless they have not worked for certain days. Enter the days not worked in infotype 2010 using wage type 1035. The value entered must be a negative value i.e. -6. The system will then look at the employees planned working days from their work schedule and reduce this by the number of days not worked. This value will be used to calculate the leave allocation.

Process Time Evaluation to view the Leave Quota allocation.



ERRORS WHEN CREATING ABSENCES

The following is a list of the absence types that can be created in SAP. The Pay column determines whether the leave is paid or unpaid leave. Unpaid leave will be processed in payroll.

The Deduct from quota column determines whether employees must have Leave Quota before an absence can be recorded. If quota is to be reduced by the absence, then there **MUST be enough** absence quota available.

The Min and Max field identified whether there is a min or max value for the single record being recorded. This does NOT refer to the quota available.

PSG	A/A Type	Absence Description	Pay?	Deduct from Quota?	Min	Max
16	1010	Leave – Annual	Paid	Yes	1	999
16	1020	Leave – Discretionary	Paid	Yes	1	999
16	1030	Leave – ½ Day	Paid	Yes	0	1
16	1031	Leave – ½ Day Unpaid	Unpaid	No	0	1
16	1040	Leave – Special	Paid	Yes	1	999
16	1050	Leave – In Lieu Sick	Paid	Yes	1	999
16	1061	Leave – Unpaid	Unpaid	No	1	999
16	1070	Leave – Long Service	Paid	Yes	1	999
16	2010	Sick – w/o Cert (X99)	Paid	Yes	0	2
16	2020	Sick – with Certificate	Paid	Yes	0	999
16	2030	Sick – Special	Paid	Yes	1	999
16	2040	Sick – Special ½ Day	Paid	Yes	0	1
16	2052	Sick - Special %Pd	% Paid	Yes	1	999
16	2060	Sick – Hospitalization	Paid	No	1	999
16	2070	Sick – Recuperation	Paid	No	1	999
16	2081	Sick – Unpaid	Unpaid	No	1	999
16	2090	Sick – Risk Pool	Paid	No	1	999
16	2100	Sick - Injury on Duty	Paid	No	1	999
16	2110	Sick - Chronic	Paid	No	0	1
16	3010	Maternity – Paid	Paid	Yes	1	072
16	3020	Maternity –Half day Paid	% Paid	Yes	1	999
16	3031	Maternity – Unpaid	Unpaid	Yes	1	999
16	4010	Study Leave	Paid	Yes	1	999
16	4020	Sport Leave	Paid	Yes	1	999
16	4030	Family Responsibility	Paid	Yes	1	999
16	4032	1/2 Family Responsibility	Paid	Yes	1	999



16	4040	Paternity	Paid	Yes	1	999
16	4050	Climatic Leave	Paid	Yes	1	999
16	4060	Paid Converted Leave	Paid	No	1	999
16	4062	1/2 Day Converted Leave	Paid	No	1	999
16	4070	Witness at Court Case	Paid	No	1	999
16	5011	Absent w/o Notice	Unpaid	No	1	999
16	5021	Journal Outstanding	Unpaid	No	1	999
16	5030	Suspension – Paid	Paid	No	1	999
16	5041	Suspension - Unpaid	Unpaid	No	1	999
16	5051	Stay away	Unpaid	No	1	999
16	5061	Strike	Unpaid	No	1	999
16	5070	Union meeting	Paid	No	1	999
16	5081	Lost Time	Unpaid	No	1	999

The following leave Quotas are generated automatically :

Compulsory Leave Accumulative Leave Discretionary Leave Sick Leave Family Responsibility Leave

If you need to enter other absences that reduce quota you must proceed as follows :

Special Leave, Special Sick Leave, Sport Leave, Study Leave, Paternity Leave and Climatic Leave :

Create the Quota record manually after approval. Use infotype 2006, Absence Quotas. Create the record for the current year, and enter the no of days to be allocated. This quota will be **available immediately** – there is no need to run Time Evaluation.

Maternity Leave

When creating the Maternity Leave Quota, the number of days must not be entered. The From and to data must be the same and the deduction from and to date must be for at least 6 months. When this record is saved, a Time Transfer Specifications infotype 2012 record will be created in the background with a value of 1. When Time Evaluation is run, the correct Maternity Leave Quota will be allocated depending on the employee's work schedule as follows :



Work schedule for Maternity

G5D40H	5
G5D45H	5
G6D45H	6
G545	5
G645	6
T545	5
T645	6
G5D40H	5
GEN_1_1	5
GEN_3_3	6
MAN_1_2	5

LEAVE PROVISION



Leave Provision is calculated automatically during Time Evaluation and processed during the Payroll run. The Leave balance at the beginning of the month is compared to the balance at the end of the month, and the difference is posted as the Leave Provision value.

Note: The first month of go-live, the total employee leave balance will be posted.

EXCESS SICK LEAVE



Excess Sick Leave will be paid at the end of an employees Sick Leave cycle provided that the employee has 29 or more days remaining sick leave quota. Time evaluation will automatically pay 2 days excess sick leave to an employee in the payroll of that month.



LEAVE ON TERMINATION



On termination, Time Evaluation must be run manually until the last day of the month in which an employee is being terminated. This will ensure that the employee has been allocated ALL leave due.

When processing the termination action, the Quota overview screen will be displayed. For compulsory leave, it is important to change the deduction from date for the employees leave, or you will NOT be able to compensate the leave.

Process Leave Encashment once the previous two steps have been completed.



FAST ENTRY OF TIME DATA



This transaction is to maintain master data on one infotype for more than one employee. It can be used, for example, in an instance whereby several employees receive overtime, or multiple absence records are to be created. The data may be entered on one screen for several employees.



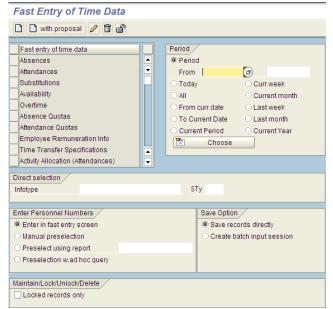
Ensure that the SAP Easy Access screen is displayed.

Select Human Resources \rightarrow Time Management \rightarrow Administration \rightarrow Time Data \rightarrow PA71 – Fast Entry

OR

Enter transaction code **PA71** in the **Command** field and click on the **Command** field and click on the **Enter** button.

Fast Entry of
Time DataThe Fast Entry of Time Data screen is displayed.



	Complete t	he following instructions:
Instruction	utton/Field	Description



Infotype	Select the infotype to be maintained. Note : Depending on the infotype selected, the input screen will change
Period	Select the date on which the infotype maintenance is to become effective.
Enter personnel numbers	Click on the radio button Enter in fast entry screen.
©	Click on the radio button Save records directly
	Click on the Create button.

Fast Entry of Time Data

🗋 🗋 with proposal 🥖 🛅 💣	
Fast entry of time data Absences Attendances Substitutions Availability Overtime Absence Quotas Attendance Quotas Employee Remuneration Info Time Transfer Specifications Activity Allocation (Attendances)	Period Prom To © Today O Curr.week All From curr.date Last week To Current Date Current Year To Current Year
Infotype	STy
Enter Personnel Numbers © Enter in fast entry screen Manual preselection Preselect using report Preselection w.ad hoc query	Save Option Save records directly Create batch input session
Maintain/Lock/Unlock/Delete	л.

The Fast Entry of Time Data screen is displayed



			on Info						
📇 🎲 Other personnel numl	bers								
ers.No.	WT	Hours	Number	Unit	Amount	Crcy	E	ValBasis	Dat
0000014 Time Manager The	3018		10.00	Hours	B	ZAR	Γ		201
									201
							Τ		201
									201
							Τ		201
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Complete the following instructions:

Field	Description
Personnel Number	Enter the personnel numbers of the employees for
	which the payments are relevant.
Wage Type	Select the wage type for which the additional payment is
	assigned.
Number	Enter the number of units to be paid to the employees.
8	Click on the Save button.

Infotype 2010 records will be created for all the employees on the screen. To create additional entries select the Other personnel numbers button. A new blank screen will be provided for data entry.

Fast Entry with Proposal

You can also perform fast entry on SAP using a proposal. This option can be used if maintaining the same wage type for more than one employee. For example, if several employees are receiving the same overtime or standby allowance effective the same day you can perform this by using the 'with proposal' option.



Select the infotype you would like to maintain and then select the period. Click on with proposal. The following screen appears:

🖌 Copy default valu	ies 📑 🚍						_
Choose from	2010.02.04						
Country grouping	16						
Vage Type Model							
Employee Remunera	tion Info						
Wa Wage Type Lor	ng Text	Hours	Number	Unit tex	Amount	Crcy	
æ							-
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			-				-
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				-			-
		-					-
		-		-			-
<u>.</u>							-

Enter the wagetype being allocated to the employees in the Wage... column. Enter the number and the unit being allocated to the employees in the Number column.

choose from	2010.02	. 04				
Country groupin Vage Type Moo	-					
	nuneration Info					
Wa Wage Ty	/pe Long Text	Hours	Number	Unit tex	Amount	Crcy 🚺
3013 🕑 ift Allo	wance		10.00			 _
				_		
						_
						-

to proceed to the next step. The following

screen will appear:



📇 🎲 Other pers	sonnel numbers							
	,							
Pers.No.	WT	Hours	Number	Unit	Amount	Crcy	EValBasis	Dat
	3013	æ	10.00	Hours				201
	3013		10.00	Hours				201
	3013		10.00	Hours				201
	3013		10.00	Hours				201
	3013		10.00	Hours				201
	3013		10.00	Hours				201
	3013		10.00	Hours				201
	3013		10.00	Hours				201
	3013		10.00	Hours				201
	3013		10.00	Hours				201
	3013		10.00	Hours				201
	3013		10.00	Hours				201
	3013		10.00	Hours				201
	3013		10.00	Hours				201
	3013		10.00	Hours				201
	3013		10.00	Hours				201
	3013		10.00	Hours				201

Enter the personnel numbers in the Personnel number column. You can still change the wage type and amount on this screen if you need to.

Click on 🕒 to update the employee's record.

Notice the message at the bottom of the screen informing you of the number of employees maintained:

🔮 2 records created 🛛

Preselect Employees using a Report

You can use this option to select employees based on Organisational criteria e.g. If all employees in a specific department are all receiving a specific payment. Select the infotype you would like to maintain and then select the period. Click on

OPreselect using report and then **O** on the Fast Entry initial screen. The following screen appears:



Personnel	Number	Selection	for Fast	Data Entry	

🕀 🚺 📜					
Further selections	🗢 Search h	elps 🖻 🖻	Sort order	⇒	Org. structure
Period				-	
O Today	O Current	month	 Current year 	ar	
◯ Up to today	○ From too	day			
Other period					
Period		æ	То		
Payroll period					
Selection					
Personnel Number			_		
Employment status	= (Э	=		
Time recording administ	rator		_		
Additional data					
Job			to		\$
Organizational unit			to		<u></u>
Position			to		
Work schedule rule			to		
Payroll administrator			to		• • • • • •
			to		4
HR administrator			10		

Select the period/date and enter relevant Personnel area(s), personnel subarea(s), employee group(s), employee subgroup(s) or employment status(s). You can also select more than one of these. Additionally, you can use the Org. structure Org Structure button to select by Department / Division. In addition, if you have an employee list in Excel, you can select the additional personnel number button IP. On the following screen, once you have copied your employee list to the clipboard, you can select the paste button IP to import multiple employees into the employee list as follows :





C Multiple Selection for Pers	onnel Number			×
Select Single Values	Select Ranges	Exclude Single Values	Exclude Ranges	
O Single va				
🕀 🗸 🎨 🛃 î 🖪	Multiple selection	1 📭 📳 🗶		

After making your selections click on . The following screen will appear (the selection data will differ):

🗋 🗋 with proposal 🥖		
Personnel no. selection		
Personnel Number	Name of Employee or Applicant	
30000056	🗃 stname Firstname	

You can still add personnel numbers on this screen by clicking on **E**. At this stage, you can select whether you want to create with proposal - **C** with proposal or just **C** create. Please then refer to the processes described in this document.



Click On the SAP R/3 screen.



You are now able to:

Use Fast Data Entry.

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